

Request for Proposal #20PSX0089

COMMUNITY RESOURCE COORDINATION FOR CORONAVIRUS DISEASE 2019 OUTBREAK AND RESPONSE IN CONNECTICUT

Date Issued: June 29 , 2020

Due Date: July 9 2020 at 2:00pm EST

Department of Social Services

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Request for Proposal (RFP)

Overview

The State of Connecticut, Department of Social Services (“DSS”) is issuing this Request for Proposal (“RFP”) pursuant to Governor Lamont’s Executive Order No. 7GG and 7Z to develop, implement and administer a Community Resource Coordination (CRC) component within the statewide contact tracing initiative.

On March 10, 2020, Governor Lamont declared a public health emergency to bolster Connecticut’s efforts to contain Novel Coronavirus Disease 2019 (COVID-19) and has taken several emergency actions in response to the COVID-19 outbreak.

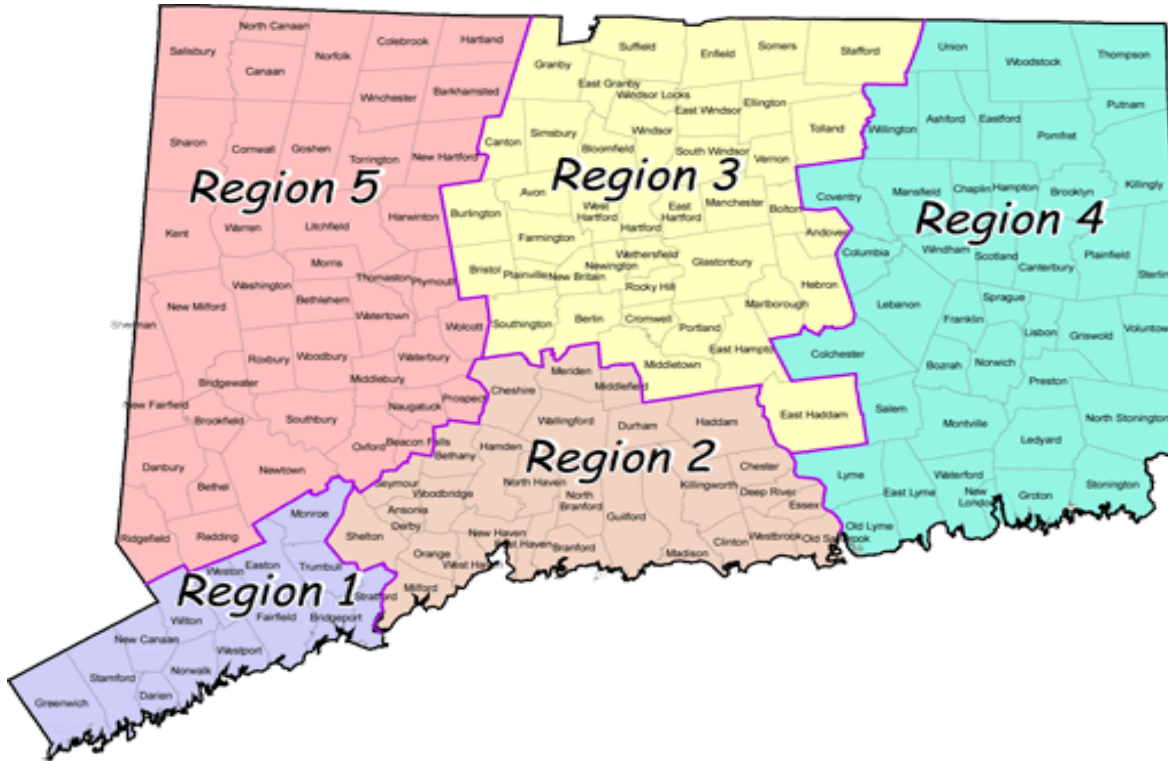
In support of these actions, the State through testing partners is undertaking widespread testing of symptomatic and asymptomatic residents of Connecticut. To prevent the further transmission of COVID-19, the State, through the Department of Public Health (DPH) will conduct contact tracing to identify and contact individuals who have tested positive for COVID-19 (“Case” or “Cases”) and those who were exposed to the COVID-19 case (“Contact” or “Contacts”). The contact tracers will identify Cases and Contacts that require services and supports in order to successfully self-quarantine or self-isolate to prevent the further transmission of COVID-19 and will refer those Cases and Contacts to a Community Resource Coordinator host organization. The role of the host organization, through the use of Community Resource Coordinators (CRCs), shall be to support the Cases and Contacts with access to needed resources.

DSS is seeking host organizations for Community Resource Coordinators (CRCs) in each of the five (5) regions established by the Department of Emergency Management and Homeland Security (DEMHS). CRCs will interface with other social services providers through the Mass Care Working Group of the Regional Emergency Planning Teams, (“ESF-6 Mass Care Working Group”). CRCs shall be responsible for identifying and engaging with local and regional providers of social services and supports and providing case management services to address the identified needs of the COVID-19 Cases to effectively self-isolate and Contacts to effectively self-quarantine. Self-quarantine and self-isolation are public health measures designed to prevent the additional transmission of COVID-19, and will be referred to as Q&I.

The CRC host organization will receive referrals from the Contact Tracers of Cases and Contacts within their region that are recommended for Q & I. The CRC host organization will assign such referrals to CRCs to provide case management services to meet the needs of the assigned Cases and Contacts through the identification and coordination of services available through existing local health departments, social services providers and community health workers (CHW). The CRC host organization will identify gaps in available resources and report those gaps through the state emergency management framework.

The Department is requesting applications from qualified non-profit human service agencies to serve as host organizations for the CRC programs in one or more of the five (5) DEMHS regions. Applications can cover one region or multiple regions for a twelve month period beginning on or after July 15, 2020

DEMHS Region Map:



https://portal.ct.gov/lib/demhs/maps/demhs_new_areas_2_copy.gif

SCOPE OF SERVICES

- I. Staffing - Community Resource Coordinators. The selected applicant(s) must:
 - A. Have available or be able to on-board, train and manage a sufficient number of FTEs to support resource coordination efforts within the specific DEMHS geographic region(s) proposed to be covered by the applicant.
 - i. The actual number of FTE's necessary to support the needs of the communities within each DEMHS region is expected to fluctuate throughout the term of the contract.
 - B. Have flexible staffing capabilities to meet the expected increase in needs as testing efforts and contact tracing efforts increase.
 - i. For purposes of this application, the successful applicant(s) must have the capability to begin work with the minimum staffing level set forth below and to scale up, as needed, to the target number of FTEs in each of the regions addressed in their application. The minimum and estimated target staffing levels by region, at the height of the testing is as follows:

DEMHS REGION	MINIMUM NUMBER OF FTEs	TARGET NUMBER OF FTEs
1	4	16
2	2.75	11
3	4	16
4	1	2
5	1.50	6

II. Coordination with Contact Tracing Initiative: The selected applicant(s) shall:

- A. Be required to use, adopt and comply with processes and protocols established by the State's Contact Tracing contractor for the receipt of referrals, information exchange and documentation of activities and case management services provided;
 - i. It is the expectation of the State that the successful applicant(s) would receive referrals through the state's ContaCT database utilized by the Contact Tracers. Referrals are identified based on responses to screening questions from the State's ContaCT database which tracks individuals in the following categories:
 - 1. Positive COVID-19 cases;
 - 2. Contacts of a positive COVID -19 case; and
 - 3. Individuals instructed by their healthcare provider to self-isolate/quarantine.
- B. Be required to manage the availability and assignment of staff based on the volume of referrals residing in their contracted DEMHS region(s):
 - i. CRCs shall be expected to make, either directly or through coordination with the local/regional ESF-6 Mass Care Working Group, an initial contact with a referral within twenty-four (24) hours of receipt of the referral;
 - ii. If the CRC is unable to make contact with the referral, after no less than three (3) attempts, the CRC shall report the same to the Contact Tracers.
- C. Train or provide training for the CRCs on the following:
 - i. purpose of the initiative,
 - ii. the structure of the local/regional ESF-6 Team,
 - iii. strategies for case management; and
 - iv. identification and coordination of resources.

III. Coordination Efforts: The successful applicant(s) shall:

- A. Establish and ensure a direct connection with the local/regional ESF-6 Mass Care Working Group within their respective region/locality;
- B. Working together with the ESF-6 Mass Care Working Group (at either a local or regional level as needed):

- i. Compile an inventory of existing resources in the region in the areas of food access, temporary housing, economic support, and technology/connectivity support;
 - ii. Develop a process to connect individuals to the resources identified through the contact tracing process; and
 - iii. Develop a mechanism to identify gaps in available resources and share these with the appropriate ESF-6 Mass Care Working Group on a regular basis.
- C. Establish and ensure a direct connection with the local/regional health department to promote coordination and avoid duplication of efforts;
- D. Identify and coordinate the availability of local/regional Community Health Workers.
 - i. Contract tracers may be unable to reach Cases and/or Contacts through the telephone. In such cases, the CRC host organization may be asked to identify and direct a CHW to engage the individual in person.

IV. Performance Metrics and Contract Management:

- A. As part of the State's commitment to becoming more outcomes oriented, DSS seeks to actively and regularly collaborate with contractors to enhance contract management, improve results, and adjust service delivery based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate results and performance, and drive service improvements. As such, DSS reserves the right to request/collect other key data and metrics from vendors.
- B. The following performance metrics will be implemented upon contract award to support contract objectives:
 - i. Percentage of referrals successfully contacted within 24 hours.
 - ii. Quality and timeliness of collected data submitted to DSS relating to the type and quantity of needed supports identified.
 - iii. Quality and timeliness of collected data submitted to DSS relating to the type and quantity of needed supports provided.
 - iv. Quality and timeliness of collected data submitted to DSS relating to an ongoing list of unmet needs.
 - v. Quarterly survey submissions from sample of impacted residents on quality of customer service.
- C. Following contract execution, DSS will reach out to the awarded vendor(s) to establish a weekly cadence to review implementation milestones and performance metric data to collaboratively make appropriate course corrections.

Submittal Requirements

Proposers must complete the following forms (available online) and include them with their submission.

- I. Statement of Qualifications (DAS-14) – PDF Fillable Form
- II. Vendor Profile Form - PDF Fillable Form
- III. Vendor W9 Form – PDF Fillable Form

The proposal must describe the organization's ability to quickly screen, on-board, train and manage staff to provide community resource coordination for those who have been asked to self-isolate as a result of a positive COVID-19 test or self-quarantine as a result of being identified as a contact of someone who has tested positive.

Proposals must include the following information and a description of how the organization shall provide all requirements identified in the scope of services (see page 4). Proposers can use the following headers to outline their RFP submission.

Qualifications and Experience

- I. Provide background on your organization's history and experience with relevant activities.
- II. Provide an organizational profile describing the organization's core areas of work, connections to the community and organizations, and institutional capacity to manage and support the CRC role.
- III. Describe any past experience with the State of CT that would demonstrate knowledge of the local public health and social services infrastructure.

Service Delivery and Contract Management Approach

- I. Identify the DEMHS Region(s) to be covered in this proposal.
- II. Describe your ability to meet the staffing requirements, including ensuring staff have access to adequate technology infrastructure.
- III. Describe your proposed workflow that includes how referrals received from the contact tracer will be triaged and assigned.
- IV. Describe how you would ensure that CRCs are able to connect with your community and communicate with individuals in multiple languages.
- V. Describe how you would establish awareness and trust within diverse communities, as well as overcome cultural barriers in communities that don't typically share personal information over the phone or via the internet.
- VI. Describe your management and supervision approach for your CRCs.
- VII. Describe your proposed processes for training CRCs.
- VIII. Describe your existing relationship with the ESF 6 Mass Care Working Group, if any.
- IX. Describe your existing relationships with local/regional health department, social services providers and Community Health Workers in Connecticut.
- X. Describe your contract management approach to working with DSS on relevant reporting requirements and service delivery adjustments based on collaborative performance feedback.
- XI. Describe your proposed implementation plan and timeline.

Budget

- I. Provide a one-year budget assuming the need to recruit up to the maximum number of Community Resource Coordinators for your region by October 1, 2020. Include any additional assumptions you used for this proposal.
- II. Payment terms will be agreed upon during contract negotiations. Payments shall be based upon actual expenditures incurred and the submission and acceptance of financial expenditure reports.

The State is asking all proposers to respond with their best, most competitive pricing given the immediate need to provide services to Connecticut residents in a safe, comprehensive and efficient manner during these unprecedented times.

Selection Criteria

DSS may reject any and all responses in whole or in part, and waive minor irregularities and omissions if, in the judgment of DSS, the best interest of the State will be served.

It is the intention of DSS to ensure that each of the five DEMHS regions has adequate coverage. Proposers should, at a minimum, be able to scale up to the maximum number of CRCs for one region. Proposers can submit to cover more than one region. DSS will partner with one or more qualified, responsible proposer(s) that meets the specifications and requirements in order to best meet the CRC demands of the COVID-19 pandemic and accommodate resource coordination efforts within the State. This includes proposers with the most favorable service delivery approach and price, as determined by DSS.

Instructions to Proposers

1. Proposal Schedule

RELEASE OF RFP:	Date:	June 29, 2020
RECEIPT OF QUESTIONS:	Date:	Questions will be answered on a rolling basis through 4:00 pm Eastern Time July 7, 2020
WEBINAR: "CT's COVID-19 QUARANTINE & ISOLATION SUPPORT EFFORT AND HOW YOU CAN HELP"	Date:	A link will be posted as an addendum on Tuesday, June 30, 2020
ANSWERS TO QUESTIONS POSTED AS ADDENDUM:	Date:	Questions received by 4:00 pm Eastern Time will be answered by the next business day through July 7 th , 2020.
RFP DUE DATE:	Date:	July 9 , 2020 at 2:00 pm Eastern Time

2. Questions

Questions for the purpose of clarifying this RFP must be directed to: ResourceCoordinationProposal@ct.gov

3. Webinar

The CT Long Term Recovery Support Committee (ESF-14) will be posting a webinar, "CT's Covid-19 Quarantine & Isolation Support Effort and How You Can Help" to provide additional details on this initiative. Applicants are STRONGLY ENCOURAGED to review the webinar before submitting any questions. The webinar will be posted as an addendum to this RFP on Tuesday, June 30, 2020.

4. Solicitation Submission

Submissions are due: by 2:00pm on Thursday , July 9, 2020.

Proposers can submit responses via email directly as a PDF to: ResourceCoordinationProposal@ct.gov

Please indicate the RFP number in the subject line of your email.